

Product Overview

The Interwise PMO

Changing the Way Customers Manage Programs

The Dilemma

There's trouble brewing for program management. The U.S. Government reports that over half of federal programs have not demonstrated results and are, therefore, in jeopardy. While this could mean the programs are truly failing, most likely these programs have not shown results simply due to the difficulty of tracking and measuring outcomes. It is the responsibility of each federal program to prove that the program is getting results.



Why Programs Fail

As the industry continues to move from a product-based economy to a service- Most troubled programs are at-risk because a reliable infrastructure was not established prior to implementation. Negative results can include:

- ❖ A program culture based around “putting out fires” rather than achieving goals and objectives
- ❖ Program managers who lack the ability to envision a complex program
- ❖ Programs which are not successfully tracked throughout the implementation period
- ❖ Poorly educated leadership resulting in lack of support for the program
- ❖ Failed communication between key program personnel
- ❖ Technology resources not utilized to maximum benefit

Program managers can no longer afford to ask “Will my program run into problems?” Chances are, it will. The focus must turn to creating an infrastructure that:

- ❖ Minimizes program obstacles
- ❖ Effectively measures results
- ❖ Helps at-risk programs rebound successfully

Interwise can help.



The Interwise Program Management Office is just that – an office. Either physical or virtual, it is staffed with PMP Certified Project Managers providing a full range of services that satisfy our clients' program and project management needs. Functions of the PMO include:

- Establishes consistency in a multi-program environment by developing best practices for program and project management
- Establishes and archives standards, policies and procedures that advance program performance
- Deploys management methodology including, but not limited to, Earned Value Management (EVM)
- Allows organizations to manage multiple programs as one or more integrated portfolio
- Acts as a sole source of information on program and project status
- Serves as a liaison between individual program goals and the enterprise-wide vision for success
- Provides critical training and development for program and project managers
- Defines and measures program and project milestones and metrics consistently

The Solution

Intervise is a professional IT services organization built around a mature, proven solutions delivery methodology. With offices in Gaithersburg, MD and Raleigh, NC, Intervise offers over 150 IT professionals dedicated to serving as end-to-end solutions teams and consultants for task-based technical services. With 14 years of experience, Intervise has provided solutions for a wide-range of satisfied clients, including:

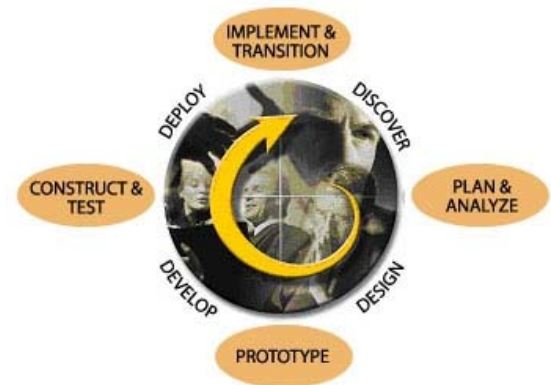
- ❖ DHS eCP (IBM)
- ❖ HUD (MTI)
- ❖ National Institutes of Health
- ❖ Department of State
- ❖ Army Corps of Engineers
- ❖ Department of Defense
- ❖ American Express
- ❖ Assurant (Fortis)
- ❖ Lockheed Martin
- ❖ IBM
- ❖ National Association of Broadcasters
- ❖ National Treasure Employees Union

The Intervise Solution methodology is an iterative approach based on a combination of RUP and Agile methodologies that easily adapts to accommodate demands and constraints unique to each program. Intervise strives to change the way customers approach program management by offering three different levels of program management services, all utilizing the Project Management Institute Project Management Body of Knowledge framework.

- ❖ Organizational Standards Review
- ❖ Program Management Office
- ❖ Program and Project Management

Organizational Standards Review

Offers a review of program and project management policies, procedures, and methodology in order to establish highly consistent management and delivery, create work efficiencies, and advance program goals. Services include:



- ❖ A thorough review of program and project management business practices
- ❖ Recommendations to align practices with industry program and project management standards

The review is conducted in two phases:

Phase 1

Assess:

- ❖ Software development organization and processes
- ❖ Current program and project artifacts
- ❖ Standards and practices, including:
 - Tools
 - Methods
 - Procedures
 - Measurement and reporting
 - Documentation addressing potential pitfalls and lessons learned

Phase 2

- ❖ Present outline of recommendations
- ❖ Create high quality standards document based on recommendations
- ❖ Integrate Enterprise PMO tools into management process
- ❖ Training

Program Management Office

The Intervise Program Management Office (PMO) provides PMO management services, guidance, as well as our online PMIS to help organizations develop and maintain effective program management practices and procedures. Services include:

- ❖ Establish program management office
- ❖ Identify and integrate policies and procedures to best manage programs and projects
- ❖ Install Program Management Information System
 - Collaborative
 - Web-based
- ❖ Develop and monitor collaborative workspace
- ❖ Set up object management tools specific to the individual program or project. May include:
 - Task management
 - Work breakdown structure via Microsoft Project
 - Work progress monitoring
 - Program and project status reporting
 - Program and project metrics monitoring
 - Document management and discussion
 - Quality control
 - Change control
 - Risk management
 - Cost management
- ❖ Provide ongoing program management services
 - Create and assist with:

- Templates
 - Status documents
 - Program communication documents
- Monitor data for:
 - Due dates
 - Issue management
 - Budget activity
 - Provide regular reporting on deliverables



Earned Value Management

Intervise has the capability to deploy program management methodology including, but not limited to, Earned Value Management (EVM). EVM is a tool which allows program and project managers to anticipate and identify threats to the program budget so that preemptive measures can be taken. A government mandate for programs and projects valued at more than \$20 million, EVM provides program and project managers with the capability to:

- ❖ Manage and track changes in scope of work
- ❖ Predict excess in cost and schedule
- ❖ Develop a system for program review
- ❖ Improve program measurement
- ❖ Measure status and pinpoint risks

Program and Project Management

Intervise will serve as Program or Project Manager offering services which may include:

- ❖ Program and project charter development
- ❖ Scope management
- ❖ Time management
- ❖ Quality management
- ❖ HR management
- ❖ Communication management
- ❖ Risk management
- ❖ Procurement management
- ❖ Other services customized to drive the individual program

At every level of program and project management services, Intervise works within the standards established and maintained by the Project Management Institute, employing the framework defined in the Project Management Body of Knowledge. With a select team of professionals eager to assist you, Intervise is committed to helping you achieve program success. To Change the way your organization approaches program and project management, contact us at 240.599.9300 or information@intervise.com